

AG cond.
receiving information sent from the client PC 110 and delivering the received information to the control apparatus 132, the functions of transmitting to the client PC 110 information, etc., retrieved from the data base 134 by the control apparatus 132 searching the data base 134, and other functions. --.

Rewrite the paragraph starting at page 21, line 13 and ending at page 21, line 13 as follows:

A3 -- The process is thereby terminated. --.

Rewrite the paragraph starting at page 22, line 11 and ending at page 22, line 17 as follows:

A4 -- Also, the control apparatus 132 retrieves a service procedure corresponding to the trouble diagnosis results stored in the database 134 in step S306 (Fig. 3) from basic service procedures related to each of the causes of failure stored in the database 134 in advance, and transmits this service procedure to the service person's terminal 135. --.

Rewrite the paragraph starting at page 37, line 4 and ending at page 38, line 2 as follows:

AS -- For example, if the existence of each color ink is thus confirmed, the automatic trouble diagnosis software portion 111c instructs the printer 111 to perform printing for a test to be made in the event of a print abnormality and notifies the client trouble management system 130 that it instructed the printer 111 to perform print-abnormality test printing. The printer 111 executes processing for maintenance of the printing head in accordance with the instruction from the automatic trouble diagnosis software portion 111c, and thereafter prints out a test pattern in each